

London Borough of Bexley

Job Description and Person Specification

Management Group: Chief Executive's
Department/Section: Transformation & Delivery Unit
Job Title: Lead Transformation Business Analyst
Reports to: Transformation Programme Lead
Grade: Bexley18

Purpose of the job

The Lead Transformation Business Analyst provides strategic and functional leadership for the Council's Business Analysis (BA) capability within the new Transformation and Delivery Unit. This pivotal role is responsible for enabling large-scale, system-wide change by directing and overseeing all BA activities across the transformation and improvement portfolio.

The postholder is directly accountable for ensuring analysis outputs are robust, to contribute to significant financial benefits and service improvements on the Council's most critical programmes.

The role will define the approach, methodology, and scope for the business function. This includes leading the development and delivery of key activities such as process re-engineering, requirements gathering, and business case development. The role requires a strong understanding of both business and technical concepts, enabling effective communication and negotiation with senior stakeholders to deliver complex solutions.

Principal accountabilities

Strategy

- Lead the design and build of the internal Business Analysis (BA) function for corporate transformation and improvement, directing BA activities across key projects and programmes to enable large-scale, system-wide change and drive cultural and operational shifts for the Council.
- Design the Council's BA approach, methodology, and scope, ensuring all work aligns directly with the organisation's strategic goals and vision.
- Advise on and support the effective delivery of strategic-level transformation, clearly communicating the value of iterative delivery, early benefits realisation, and BA best practices.
- Lead BA within strategic programmes, ensuring all outputs are robust and directly contribute to achieving key financial benefits and service improvements.

Direction

- Design and develop the Council's Business Analysis (BA) approach across the full range of activities, including process re-engineering, requirements gathering, data analysis, and solution design, applying a wide range of recognised BA tools.

- Undertake complex analysis work across multiple disciplines, including operating model design, organisational design, financial modelling, and robust business case writing.
- Lead and execute BA for multiple strategic projects and programmes, ensuring high quality work packages across all stages of the project life cycle and service areas.
- Apply techniques to analyse, validate, and prioritise user experience needs, developing conceptual models and system requirements, and reviewing test outcome reporting to ensure requirements are met.

Implementation

- Design and deliver business processes, including mapping 'as-is' and 'to-be' states, and leading the creation of functional and technical specifications through validated solution design.
- Lead requirements gathering, ensuring needs are clearly defined, validated, and used to identify, quantify, and validate business benefits, costs, and risks for robust business cases and financial modelling.
- Ensure the quality and effectiveness of solutions by reviewing prototypes, test plans, and test outcome reports, and defining business scenarios and acceptance criteria for requirement traceability.
- Apply a range of recognised Business Analysis tools and approaches in complex project environments, effectively influencing and managing stakeholders to ensure smooth project delivery.

Organisational Control and Development

- Act as the professional lead for Business Analysis (BA), providing strategic oversight, professional supervision, and allocating all team work packages.
- Lead the development of BA techniques and practices, disseminating best practice through toolkits and mentoring to build a more robust internal capability and a culture of continuous improvement.
- Provide day-to-day management support for the BA function, serving as a key point of reference, troubleshooting project issues to maintain delivery momentum, and assisting team onboarding.
- Partner closely with the Transformation Programme Leads to ensure the BA function delivers on its goals, aligns with the corporate strategy, and provides executive-level, timely information to senior leadership.

Staff Management and Development

- Provide direct line management to a team of up to four Business Analysts and Management Trainees, including professional supervision, managing work packages, and conducting performance reviews.
- Own and direct the development of Business Analysis (BA) function across the Council, actively building internal capability and fostering a culture of continuous improvement by defining and disseminating best practices through toolkits.

- Actively mentor and empower the team to realise their potential and manage their careers, leading by example and providing both support and constructive challenge to ensure high performance.
- Deputise for the Transformation Programme Lead when required, acting as the senior point of escalation to ensure the BA function meets its goals and corporate priorities.

Personal Effectiveness

- Effectively balance strategic foresight and tactical delivery, demonstrating a proactive, solution-focused approach to drive transformation initiatives with limited direction.
- Demonstrate a high degree of political acumen to navigate a dynamic environment, influencing and negotiating with senior leaders to secure buy-in while acting as a trusted partner and critical friend.
- Possess excellent presentation and written communication skills to express clear, powerful arguments and effectively secure decisions and engagement across a wide range of audiences.
- Maintain Continuous Professional Development (CPD), prioritising activities that deliver the highest impact for the organisation and its residents.

Person Specification

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Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Relevant professional qualification in Business Analysis (BA).	E	Application Form
Degree-level qualification or equivalent professional qualification in a relevant discipline.	E	Application Form
Commitment to Continuous Professional Development (CPD), staying current with the latest BA methodologies, tools, and best practices.	E	Application Form
(b) Relevant technical experience, knowledge & skills/abilities		
Extensive experience as a Lead or Principal Business Analyst, with a proven track record of designing and developing a Business Analysis (BA) function from the ground up, including defining its approach, methodology, and scope.	E	Application Form / Interview / Presentation
Proven experience leading and directing BA for strategic-level, multi-million-pound transformation programmes, with direct involvement in complex work such as operating model design, financial modelling, and robust business case writing to secure significant benefits.	E	Application Form / Interview / Presentation
Authoritative understanding of BA methodologies and best practices, with the ability to act as the professional lead for the function, providing expert	E	Application Form / Interview / Presentation

advice and guidance to both the team and senior leadership.

Comprehensive track record of influencing and negotiating with senior leaders and stakeholders, acting as a critical friend and translating complex technical concepts into clear business terms to secure buy-in for new ways of working.	E	Application Form / Interview / Presentation
Proven experience in line and/or matrix management of BAs, with a strong track record of coaching, mentoring, and developing talent to foster a culture of accountability and high performance.	E	Application Form / Interview
Ability to operate with a high degree of autonomy and judgment to navigate ambiguous and complex situations, developing innovative and feasible solutions to enable large-scale, system-wide change and cultural shifts.	E	Application Form / Interview
Significant experience in applying a wide range of BA tools and techniques across a portfolio of projects, with the skill to identify and analyse requirements and benefits at a strategic level.	E	Application Form / Interview
Demonstrable ability to disseminate best practice through the development of toolkits and direct mentorship to build internal capability.	E	Application Form / Interview

(c) Other Additional Requirements

Demonstrable commitment to and understanding of the Council's values and behaviours.	E	Application Form
The ability and willingness to work evenings and weekends as required to meet the needs of all service users and stakeholders.	E	Application Form

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

These HPI values should not be changed.